

Division of Workforce Solutions

Joint Appropriations Subcommittee
on NER

March 14, 2013

**NORTH
CAROLINA**

DEPARTMENT OF COMMERCE

Purpose

The Division: Created in November 2011 as part of the merger between the Employment Security Commission and the NC Department of Commerce.

Purpose: To provide workforce development services that increase employment, skill development, retention, and earnings of workers, and that supports employer's need for skilled workers.

Customers

- Adult Jobseekers (including dislocated workers and veterans)
- Employers
- Youth
- Economic Development entities
- State and Local officials

Current Scope of DWS

- 89 local Employment Service offices that provide employment/reemployment services to adults, dislocated workers, veterans, and business and industry.
- 23 local Workforce Boards that plan and support training related programs for adults, dislocated workers, and youth.
- Staff support of the NC Commission on Workforce Development.
- Services provided through a statewide system called JobLink Career Centers.
- Current funding that supports the Division, and the workforce development programs and activities include federal and state funds.



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DWS Goals

- Improve customer service.
- Improve technology.
- Integrate service delivery system.
- Increase reemployment activities for UI claimants.
- Expand staff development.
- Streamline the system for improved service and efficiencies.
- Serve more customers.

Federal Program Performance Metrics

Workforce Investment Act (WIA), Wagner Peyser Act, and the Trade Adjustment Act:

- Entered employment rate
- Employment retention rate
- Average earnings rate

Youth programs under WIA

- Placement in employment and education
- Attainment of degree or certificate
- Literacy/numeracy gains

Areas of Focus

- Completion of new web-based common intake portal and job matching system.
- Redesign the local service delivery system, focused on integrated staffing and an integrated customer service approach.
- Retool customer service staff.
- Develop and deploy consolidation plan that is responsive to customer service needs and funding reductions.

Funding Reductions

- July 1, 2013, DWS will be impacted by funding reductions of multiple funding streams. We project reductions to total \$30-35 million.
 - >\$19.5 million elimination of state funds from the state unemployment reserve fund.
 - >\$4 million reduction state UI funds support.
 - >\$5 million reduction of federal funds projected from sequestration.
 - >\$5 million reduction of federal EUC funds.